



Washington State Department of Health (DOH)

Learning Management System
DRAFT Vendor Evaluation Tool

About this Document:

- This document is a draft version of vendor evaluation guidelines for a learning management system (LMS, or "System") to be purchased by the Washington State Department of Health ("DOH").
- The document contains two elements.
 - The first is a list of all draft criteria for review and discussion by the LMS selection sub-committee.
 - The second is a sample of the detailed scoring guidance that will be configured for each criterion once the criteria have been discussed and approved by the committee.

Section I: Draft Criteria

System Functionality (30%)

- 1) Training Content and Curricula
 - a) Compliant with industry content interoperability standards
 - i) AICC
 - ii) SCORM 1.2
 - b) Compliant with government standards for accessibility
 - i) Application User Interface: Section 508 of the Rehabilitation Act of 1973: Electronic and Information Technology Accessibility Standards
 - c) Offers basic authoring and content creation capability to distributed users
 - i) Upload of standard content file types
 - ii) Authoring of basic presentation, interaction, assessment screens
 - d) Has existing catalog of training content available for license/use
 - i) Public Health / Healthcare content
 - ii) Other topics
- 2) Competency Management, Certification and Assessment
 - a) Supports creation of competency models for enterprise job roles
 - b) Supports creation and customization of competency plans for individuals
 - c) Links competencies to assessment results
 - d) Links competencies to learning content resources
 - e) Supports creation of competency-based certification paths
- 3) Resource Management & Class Scheduling
 - a) Supports inventory management for physical/technical class resources
 - b) Provides automated course/class scheduling for synchronous events
- 4) Registration and Enrollment
 - a) System workflow supports DOH approval process
 - b) Approval workflow can be customized and branded for local/regional level
- 5) Reporting
 - a) System offers web-based reporting tool for generation of custom reports
 - b) System allows data export/download to industry standard file types
 - c) System offers multivariable permission/security structure: role, region, department, function
- 6) Finance, Administration, and Integration
 - a) System stores course cost/pricing data for chargeback and billing capability
 - b) System offers e-commerce functionality for direct billing to users via credit card or P.O.
- 7) User Interface to Training Information
 - a) System provides learners with Web-based front end for self-service access to training plan and history
 - b) System allows learners to self-register: create new account in system

- c) System allows learners to self-enroll: assign self to course and content resources
- d) System offers support for languages other than English

Technical Functionality (30%)

- 8) Hardware & Software System
 - a) Application can be hosted/maintained in State IT infrastructure if required
 - i) SQL Server
 - ii) Win2K Server
 - iii) MS IIS 6.0 for web services
- 9) Application Architecture
 - a) Application architecture is consistent with DOH technical requirements
- 10) Performance & Load Capacity
 - a) Application database has been tested to support maximum planned number of user records
 - b) Application server and network environment have been load-tested to support maximum planned number of concurrent users
- 11) User Access/Logon
 - a) Application offers integration with LDAP for secure user log-in
- 12) Data Management
 - a) Vendor backup policy meets DOH technical requirements
 - b) Vendor procedures for data recovery meet DOH technical requirements
- 13) HRIS Application Integration
 - a) Vendor has existing clients with successful system integrations with current State applications
 - b) Vendor offers data exchange or migration tools to facilitate data sharing with other State applications
- 14) Security, Privacy, & Virus Protection
 - a) Vendor offers LMS security model that meets DOH technical requirements
 - b) Vendor offers virus protection protocol that meets DOH technical requirements
 - c) Vendor maintains privacy policy re: learner records and data that meets DOH requirements
- 15) Technical Support & Service Level Agreements
 - a) Vendor provides SLA for system uptime and user access that meets DOH technical requirements

Vendor Services (25%)

- 16) LMS software licenses
 - a) Vendor provides licensing agreement and pricing model that meets DOH budget requirements
- 17) Support & Maintenance fees
 - a) Vendor provides line-item breakdown of all support and maintenance fees, including
- 18) Hosting services
 - a) Vendor offers DOH option of accessing the LMS application in a hosted or ASP environment
 - b) Vendor provides contractual provision for DOH ownership of all system data
- 19) Installation & configuration
 - a) Vendor offers installation and configuration plan that meets DOH requirements
 - b) Vendor offers technical resources and support for installation and configuration
- 20) Expected Staffing & Training
 - a) Vendor provides DOH with role and responsibility matrix that itemizes DOH staff required for system installation, configuration, and ongoing maintenance
- 21) Legacy data migration
 - a) Vendor accepts data from legacy training record systems in industry standard file formats
 - b) Vendor provides data migration support and services
- 22) HRIS & Payroll integration

- a) Vendor offers configuration plan and support services for system integration with existing State HRIS system(s)

Business Requirements (15%)

23) Account Management

- a) Vendor offers single POC for DOH system owner
- b) Vendor displays ability to understand and respond to DOH business requirements

24) Business Stability

- a) Vendor is financially stable; can be expected to continue as going concern for expected life of contract



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Section II: Draft Scoring Guide

This document contains a sample of the printable version of the Learning Management System Vendor Evaluation Guide. It includes the first four evaluation criteria and a representation of how detailed scoring guidance will work in the final guide.

Course Quality	Scoring Required?	Scores				
		1	2	3	4	5
System Functionality--30%						
Training Content and Curricula						
1: Standards Compliance	Required	Vendor offers no interoperability assurances with content created outside of the system.	Vendor does not report compliance with industry content interoperability standards, but has completed successful content integrations with leading content vendors.	Vendor reports compliance with industry content interoperability standards, including AICC and SCORM 1.2	Vendor has been certified as compliant with industry content interoperability standards, including AICC and SCORM 1.2.	Vendor has been certified as compliant with industry content interoperability standards, including AICC and SCORM 1.2. AND Vendor participates actively in industry standards creation activities, such as ADL PlugFest.
2: Accessibility	Required	Vendor offers no support for accessibility.		Vendor offers accessibility features that support system access for learners with visual or hearing impairments, but is not fully compliant with Section 508 requirements.		Vendor meets or exceeds standards for accessibility outlined in Section 508 of the Rehabilitation Act of 1973: Electronic and Information Technology Accessibility Standards

Course Quality	Scoring Required?	Scores				
		1	2	3	4	5
System Functionality--30%						
Training Content and Curricula						
3: Authoring and Content Creation	Required	Vendor supports integration of custom or 3 rd party content, but content must be uploaded or configured by vendor administrator.	Vendor supports integration of custom or 3 rd party content, but content must be uploaded or configured by DOH system administrators.	System offers users the ability to remotely upload into the system course content created with industry standard 3 rd party authoring tools.	System includes integrated content creation tools that offer browser-based creation of course content, exercises, and assessment screens.	System includes integrated content creation tools that offer browser-based creation of course content, exercises, and assessment screens. AND System offers users the ability to remotely upload into the system course content created with industry standard 3 rd party authoring tools.
4: Catalog Content	Required	Vendor offers no existing course content as part of system.		Vendor provides access to pre-integrated course catalog with off-the-shelf content in some DOH content areas, but not public health or healthcare content.		Vendor provides access to pre-integrated course catalog with off-the-shelf content in all DOH content areas, including public health and or healthcare content.